

# SWISSPORT SAFETY SURVEY RESULTS



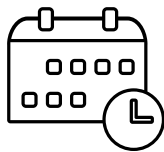
Thank you to the 165 workers who filled out our survey on safety at Swissport. Your significant concerns regarding understaffing, equipment, fatigue and pay show that we need to stand together over the coming months to make Swissport a better place to work. [Click here to join now.](#)

## LOW PAY AND JOB SECURITY



**94%**

are concerned about low pay



**90%**

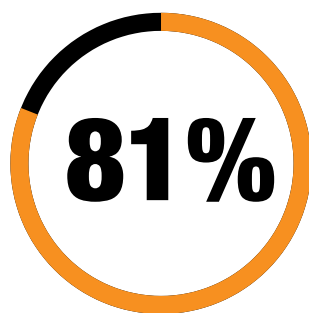
are part-time or casual



Not being rostered enough hours so you have to pick up more shifts and **end up working 6+ days**

- “ I'm getting out of the industry because the **pay is insufficient** for what we do
- “ We work like dogs but **get paid bugger all**
- “ Working **4am shifts** is brutal for the amount extra we get for it
- “ **Inconsistent hours**, some weeks I get 30-40 then other weeks I get 15-20

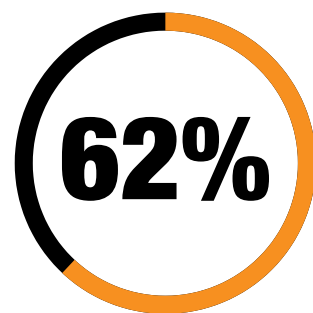
## UNDERSTAFFING AND FATIGUE



concerned there are not enough staff



have experienced fatigue at work



have been so fatigued they've worried about a safety incident occurring



Working **12+ hours a day** multiple days in a row with a bare minimum crew is **extremely fatiguing.**

“ When I started I was expected to work **10 hour shifts, 6 days a week, with no breaks**. I had to work alone loading **350-400 bag international flights** in a poorly ventilated, freezing bagroom. I worked through illness, told management and they did not care.

“ **Always being tired** has led to me missing information on bags, radio callouts, scanning of restricted arrival bags and driving incidents.

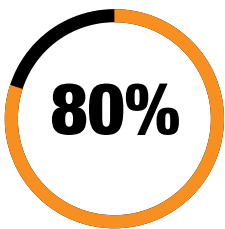
“ I was once made to put stairs on a plane when I was **really fatigued and stressed** about a tight turnaround. I was told the stairs needed readjusting and because I was tired and stressed **I forgot to check if the passenger door was open**.

## LOSS OF EXPERIENCE

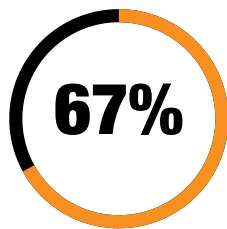


**76%**

are considering leaving the industry if things don't improve



are concerned about inexperience from high staff turnover



have worked in aviation for under two years

“ Swissport is **haemorrhaging staff** faster than they can replace them. It is a **toxic work environment** and we are not fairly looked after.

“ Staff are **rushed through training** in the shortest time possible, without even being given time to settle in to the job and learn the ropes properly.

“ I have to **work overtime** because there aren't enough skilled staff to stay back

## PRESSURE TO RUSH



“ They say "don't rush" then come at you aggressively over **every single minute of delay**, even if it's one minute, and you're doing it with garbage equipment and short staff.

“ Getting assigned **multiple flights** at the same time with not even 5 minutes in between and still being expected to get it out on time.

“ We are told to take our time but when it comes down to it **we get in trouble for taking our time if it causes a delay**.

# SAFETY CONCERNS

## DANGER TO WORKERS



**41%**

have been  
injured at work



**71%**

have witnessed a  
safety incident



Only  
**17%**

receive training on new  
safety procedures



**44%**

say they find out about  
safety procedures from  
other workers

“ I had my **leg split open** and got told to **get back out and work** even though I was bleeding.

“ [Engine] **ingestion** near miss.

“ Our manager turned a **belt loader** on while one of us was still on it. When we did a safety report, **the manager deleted it.**

“ I don't know how they expect people to drive airside safely after only **4 hours of training.**

“ Most of the time management will tell the group of employees on shift when a procedure change occurs and **expect that information to be relayed to everyone** with no formal notice.

“ **Accidents are going unreported** due to a known lack of response from management as they **can't afford to lose more staff.**

## UNSAFE EQUIPMENT

“ I crashed into a brick wall when a baggage tug's **brakes failed**

“ We have so many conveyors, tugs etc. **out of service for months** but no one has done anything about it. So we have to keep using the ones that just barely work, if that.

“ A chain of 5 dollies each weighing **650+ kg** detached from the towing tug at high speed on bay and coming **within meters of colliding with people** on the ground and aircraft

“ Containers falling on ground due to **faulty equipment** which is not serviced to a sufficient standard is common



**75%**

are  
concerned  
about old  
equipment